

Questions from PUG Meeting 8/3/05

- 1) **When do we have to have changes made in the BENEFITSOLVER System?**
 - A) Changes need to be made by 5pm on Wed. in order to be reflected in the payroll system the following Friday.
- 2) **What is the payroll process timeline?**
 - A) Normally, biweekly payroll's process on Monday's, so the uploads from BENFITSOLVER will be in CPPS before the payroll processes. For monthly payroll, we will look at each month to see what needs to be done. Remember, you can always process one-time deductions to stop or start deductions if necessary.
- 3) **Why are we being locked out of the benefits section in CPPS?**
 - A) To ensure the accuracy of the information being sent to carriers, it is best that only one system manage benefits, the benefits management system from Businessolvers. The Benefitsolver system is also a rules-based system, which CPPS is not. The means that changes to benefits are allowed or disallowed within the State's rules, regulations and directives
- 4) **Will you explain the reconciliation process?**
 - A) Premiums must now be paid before the end of the month of coverage based upon the enrollment "snapshot" from BSC as of the 2nd Tuesday of the month. Reconciliation will now be an internal process, comparing payroll deductions to the "snapshot" and will not involve the carriers. In the event of a discrepancy, the BSC system is primary. [note: as of 8-10-05, DPA accounting has determined that they will still need the XIRE files from higher education to facilitate the reconciliation process.]
- 5) **Will we receive comprehensive instructions regarding life-changing events in regard to the Benefitsolver system?**
 - A) Currently we are working on updating the logic in BENEFITSOLVER regarding the life-changing events; once that is done we will provide instruction to all administrators via e-mail.
- 6) **Will DPA provided basic training to all the administrators regarding all the changes in the enrollment process?**

- A) This is something we would like to do and we are working with Businessolver on how best to accomplish this. Still, the logistics of such training will not mean everyone's requirements (online, face-to-face, dates, etc.). We hope to have a schedule in the coming months.

7) Is the BENEFITSOLVER system operating on military time?

- A) It is not. Changes made in the p.m. show as being made in standard time in the history, not military time. It does operate on Central time, as Businessolver is located in Iowa.

8) Who do we send our questions to?

- A) First, determine if it is a payroll question or a benefit question. If it is a benefit question you may contact us at, benefits@state.co.us or you may e-mail us individually. As we move forward to a self services atmosphere it would be more beneficial to e-mail us with detailed information regarding an difficulties you may encounter with the BSS system as well as general questions regarding rules. This will allow us to determine if there is a system wide issue; in addition, it may also be a training opportunity. If it is a payroll question, please email any member of Central Payroll (Collene, Yafa, Brenda, Kurtis or Justin) and we will answer the question.

9) There seems to be an issue regarding dates in the system? When I put the event date in it does not always show correct term date. Why and how do I fix it?

- A) The system should show the correct term date. But the system is operating under the assumption that changes are made in the month in which they happen, which puts the term date as the end of that month. If you have change that needs to be done for last month, and it is before the snapshot taken the second Tuesday of the month, please send this to Employee Benefits, along with copies of the appropriate documentation, so that we can enter it into the system.

10) How do we delete dependent life insurance?

- A) Choose to waive dependent life insurance.

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- 11) Will you be providing a list of contact information of your department, as well as carrier contact information, to all the benefits administrators?**

Vinita Biddle	Benefits Program Supervisor	303-866-3477
Cari Arnold	<i>Reconciliation, Deferred compensation support</i>	303-866-3436
Yasmine Chapman	Contract Administrator – <i>Self-funded medical and dental, Kaiser Permanente</i>	303-866-2365
Suzanne Kubec	457 Plan Administrator	303-866-3954
Anne Marcovecchio	Contract Administrator – <i>Defined Contribution (retirement)</i>	303-866-2576
Vincent Pascale	Contract Administrator – <i>Life, disability, flexible spending, SLVHMO</i>	303-866-3444
Vince Plymell	<i>Communications, Training</i>	303-866-3892
Jamie Thornton	<i>COBRA, death & dismemberment claims</i>	303-866-2254
Barbara Sohnen	HIPAA Compliance Officer	303-866-3662
Michele Carroll	DPA accountant	303-866-2032
Chris Miller	DPA accounting technician (check title)	303-866-4256

- 12) When do the terminations dates need to be done in the BSS?**

A) Terminations need to be prior to the second Tuesday of the month.

- 13) How should employee transfers be handled? Who do we contact?**

A) Your HR department needs to process the transfer in EMPL. The day after the action has processed, there is a report on Document Direct that shows all transfers. It is called DD20 and it shows both new and old agencies for transfers. Collene or Yafa checks that report daily and processes the transfers in BENEFITSOLVER from that report. **ONLY** if an employee is not on that report, please contact Collene or Yafa to process the transfer.

- 14) If the agency that the employee is transferring to does not pick up their insurance who is responsible for the premium?**

A) Normally, in a transfer, the receiving agency pays the premiums. However, if an employee transfers in the last week of the month, the old

agency will often pay the premiums because the employee may not make enough money at the new agency.

- 15) When will the summary plan descriptions be available?**
- A) They now available on the website; in addition, they are currently being sent to employees homes.
- 16) When will the information on the DHR website be updated?**
- A) We have recently started this process and hope to be done within 4 months.
- 17) Will administrators be getting turn around packets?**
- A) Turnaround PAF's for benefits are not currently being generated with the upload process. John from TMU stated that the process could be changed. Collene will make the request to John in writing.
- B) **UPDATE: After discussions with John, he is only able to print benefit PAF's without the asterisks (*), which denote the change.**
- 18) Will administrators be receiving the life insurance underwriting report ongoing?**
- A) Administrators who have applied for authorized access (contact Cari Arnold for application) may view or download underwriting status reports for their agency from the Standard Insurance website.
- 19) Will administrators receive the variance reports?**
- A) Yes. DPA accounting is working with TMU to produce monthly variance reports.
- 20) Will DHR continue to make the address corrections for returned GW medical cards?**
- A) No, we will stop immediately.
- 21) When an employee elects the PPO-H we knew that the deductible had to be meet, (including prescriptions) before GW paid anything; however, no body was aware that they would have to continue to pay the full amount and then submit a claim to be reimbursed. Why is that and can we change it? This can be a potential cash flow for our employees.**

Employees made decisions based on the overview that was presented and this was never addressed.

- A) In retrospect, we agree that we didn't make the process clear. Express Scripts and Great-West Healthcare are separate companies with separate processing systems. Express Scripts pharmacists cannot access the Great-West database in real time. Express Scripts sends prescription claims data electronically to Great-West who verifies that the PPO-H medical deductible has been met and pays the claim at 85% after the deductible. Great-West actually turns these claims around pretty quickly. The use of a separate pharmacy management company means lower prices for everyone enrolled in the State's self-funded plans, not just those with prescription carve-out (drug card) benefits. Employees who use a credit card to pay for their prescriptions usually receive their claim check before the credit card payment is due.